

RECEIVED
CENTRAL FAX CENTER

MAR 16 2005

Intellectual Property Law Group

Verizon Corporate Services Group Inc

600 Hidden Ridge Drive
Irving, Texas 75038
MailCode HQE03H14
Phone: 972/718-4800
Fax: 972/718-3946
E mail:
christian.andersen@verizon.com

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Aklba K. Robinson Sr. Paralegal – Intellectual Property
BOYCE
Group Art Unit: 3623
Confirmation No.: 5555

Fax:	703-872-9306	Pages with 18 Cover:
------	--------------	----------------------------

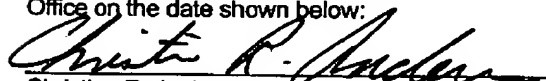
FORMAL SUBMISSION OF:

- | | |
|---|----------------------------|
| 1) Petition for One Month
Extension of Time; and | 2) Reply to Office Action. |
|---|----------------------------|

Title:	A METHOD FOR EVALUATING CUSTOMER VALUE TO GUIDE LOYALTY AND RETENTION PROGRAMS
Serial No.	09/593,118
Filing Date:	June 13, 2000
First Named Inventor:	James Howard DREW
Atty. No.	99-836 RCE 1

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: March 16, 2005